

**Third Party Administrator – Performance Report  
December 2012**

Agenda Item 8.c.  
01/16/13 Meeting

<b>Medical and Pharmacy Claims Processing</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
"Clean" claims processed within 10 business days.	90%	94.7%	33,090 of 34,943 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	34,943 of 34,943 total claims
Financial accuracy of claims paid.	99%	99.3%	\$26,772,145.66 of \$26,973,323.59 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.8%	1,740 of 1,743 claims audited
Procedural accuracy rate for processing of claims.	97%	100%	1,743 of 1,743 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	6 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

<b>Subscriber Health Care Service Appeals</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	8 appeals, 4 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

<b>Customer Service - Subscribers</b>	<b>Contracted Level</b>	<b>Level Met</b>	<b>Data Descriptions</b>
Calls answered within 30 seconds.	85%	95.2%	5,943 of 6,243 calls answered in 30 seconds; avg. of 12 seconds
Subscriber issues resolved within the same business day.	90%	96.3%	3,665 of 3,807 issue calls
Maximum call abandonment rate.	5%	0.8%	48 of 6,243 calls
Maximum line busy rate.	3%	0%	0 busy out of 6,371 calls
Voicemails answered within two business days.	90%	100%	10 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	4 complaints

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	94%	5,803 of 6,173 calls answered in 30 seconds; avg. of 12 seconds
Provider issues resolved within the same business day.	90%	97.3%	7,886 of 8,105 issue calls
Maximum call abandonment rate.	5%	0.5%	28 of 6,173 calls
Maximum line busy rate.	3%	0%	0 of 6,203 calls
Voicemails answered within two business days.	90%	100%	8 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	40 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	1,152 of 1,152 ID cards; average of 1.4 days
ID card accuracy.	100%	100%	1,152 of 1,152 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,152 of 1,152 packets; average of 1.4 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	75%	4 requests. 1 request transmitted over 5 business days.

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	100%	2 requests